Supplemental Questionnaire

COMPUTER SPECIALIST, FG-0334-11
Department of Transportation
FEDERAL AVIATION ADMINISTRATION
Mike Monroney Aeronautical Center, Civil Aviation Registry

Section 1: Minimum Qualifications

1. **From the descriptions below, select the letter corresponding to the statement that most clearly and accurately describes your basic experience. Select only one letter.**

A. I have at least 1 year (12 months) of specialized experience which is equivalent to the FG-9 level in the Federal service that demonstrates accomplishment of computer project assignments that required a small range of knowledge of computer requirements, techniques, computer hardware, and computer software. Such assignments would show a knowledge of the customary approaches, techniques, and requirements appropriate to an assigned computer applications area or computer specialty area; planning the sequence of actions necessary to accomplish the assignment where this entailed coordination with others outside the organizational unit and development of simple project controls; and adaptation of guidelines or precedents to the needs of the assignment. I have a basic working knowledge of the principles and importance of project planning and project management. I have a basic knowledge of the importance of repeatable/standard processes in the overall pursuit of quality information system products and/or services.

OR

I have 3 years of progressively higher level graduate education or Ph.D. or equivalent doctoral degree where my major field of study was computer science, information science, information systems management, mathematics, statistics, operations research, or engineering, or course work that required the development or adaptation of computer programs and systems and provided knowledge equivalent to a major in the computer field.

OR

I have a combination of graduate education and specialized experience. (To meet this requirement, you must have completed **more than** two full years (36 semester hours) of graduate education in a field directly applicable to the work of a computer specialist, and you must have specialized experience working as a computer specialist equivalent to the FG-9 or higher level in Federal service. The combination of education beyond the second year in graduate school and specialized experience must equal **at least one full year** to qualify).

B. I do not have experience described above but I believe I can perform the duties of this position.

Section 2: Specialized Experience

For each of the following statements, circle the letter for the response that most accurately describes your level of experience in performing the task described, using the table below. Circle only one letter for each statement.

A - I have had no experience or training in this.
B - I have had education or training only in this, but no experience.
C - I have occasionally performed this task under close supervision.
D - I frequently and independently performed this task under normal supervision.
E - This task was/is a major part of my job, and I am considered an expert performing it.

	Circle the appropriate letter.
2. Administer Microsoft Windows NT 4.0 Ethernet Local Area Networks (LANs) using Microsoft Windows NT 4.0 Workstation and Server.	**A B C D E**
3. Possess some expertise in installing, administering, and troubleshooting Microsoft BackOffice 2.5 or 4.0 software components to include Microsoft Windows NT Server 4.0 and Windows NT Workstation 4.0 and one or more of the following products: Microsoft SQL Server 6.5; Microsoft SNA Server 3.0; Microsoft Internet Information Server 3.0 or 4.0; Microsoft Proxy Server 2.0; and Microsoft Exchange Server 5.5.	**A B C D E**
4. Configure, install, modify, and troubleshoot TCP/IP software in a workstation, server, and switched Ethernet (100BaseT and 10BaseT) network environment using Bay Networks and Microsoft tools and software.	**A B C D E**
5. Install, configure, modify, and troubleshoot computer client-server hardware and software.	**A B C D E**
6. Manage multiple problems and projects simultaneously and adjust priorities as required.	**A B C D E**
7. Troubleshoot and resolve complex network and system related outages either individually or as part of an integrated team.	**A B C D E**
8. Possess excellent technical writing and technical documentation skills and the ability to draft complex technical correspondence.	**A B C D E**
9. Develop standards, techniques, and documentation for methods of operation for various automation systems.	**A B C D E**
10. Evaluate new system and application requirements for software and hardware impact.	**A B C D E**
11. Maintain Division and FAA policy related to the proper usage and security of all automation systems in use by the Registry and implement these policies throughout the user community, providing training when and where necessary.	**A B C D E**
12. Analyze operational systems to determine if problem areas can be resolved by fine-tuning procedures, new or improved techniques or processes, or the procurement of additional hardware and software.	**A B C D E**

13. Administer Lotus cc:Mail, other complex electronic mail systems, scheduling systems connected to the Internet, and Microsoft Office 95 and Microsoft Office 97 components.

A   B   C   D   E

14. Design complex information technology functions.

A   B   C   D   E

15. Modify complex information technology functions.

A   B   C   D   E

16. Implement complex information technology functions.

A   B   C   D   E

17. Plan, organize, and oversee the work of on-site or off-site FAA ADP contractors, as either a COR (Contracting Officer Representative) or COTR (Contracting Officer Technical Representative).

A   B   C   D   E

18. Determine training requirements for the user community.

A   B   C   D   E

19. Analyze various technical proposals and engineering designs.

A   B   C   D   E

20. Identify methodology/means of tying together interacting systems for supporting multiple functions.

A   B   C   D   E

21. Perform diverse daily end-user support and system administration.

A   B   C   D   E

22. Possess a strong understanding of all relevant information technology fundamentals in a client-server environment.

A   B   C   D   E

23. Develop comprehensive test plans and data to insure that all system functionality is thoroughly tested for both accuracy and completeness.

A   B   C   D   E

24. Develop automation solutions using common Web technologies, including HTTP, HTML, Perl, and CGI applications.

A   B   C   D   E

25. Provide advice to fellow personnel in the local Division or within the FAA Line of Business (LOB) in applying innovations and advanced techniques to system hardware and software problems and projects.

A   B   C   D   E

26. Serve in a technical advisory capacity with all levels of management to insure that current and proposed software and hardware meet user and system requirements.

A   B   C   D   E

27. Provide consultation and technical assistance in proper use of a wide range of software and hardware.

A   B   C   D   E

28. Provide excellent oral technical instruction or briefings in a one-on-one or group setting with personnel at all levels inside and outside the organization, to possibly include the general public, in the exchange of ideas, information, and ADP plans.

A   B   C   D   E

29. Serve as a lead for various automation software and hardware projects.

A   B   C   D   E

30. Work closely with commercial hardware and system software vendors.

A   B   C   D   E

31. Work closely with other computer software specialists and various managers as a fully participating team member in large-scale automation projects.

A   B   C   D   E

I certify that, to the best of my knowledge, all the information provided on this form is true, accurate, and complete.

_____ _____

Name **Date**